



## Cisco Webex for Public Meetings

As we navigate the COVID-19 emergency, many of us are struggling to turn large meetings into online video conferences. Whether it's a virtual planning commission meeting or a Census meeting with community partners, here are some tips for hosting a successful large meeting.

1. **Schedule an event rather than a meeting.** The events feature is for large trainings, departmental meetings, or commission meetings. They are a little harder to schedule but allow for much greater control of a large number of participants. You can assign panelists, host a Q&A, or mute all of your participants. [Follow these steps to practice setting up events.](#)
2. **Use your computer for audio.** Due to the amount of people working from home worldwide, Webex is experiencing some issues with people calling in. If you can, use your computer's audio instead of a phone. This uses the internet instead of phone lines.
3. **Schedule meetings 15 minutes into the hour.** Most people join their meetings on the hour, or 30-minute increments. If possible, schedule meetings on the 15th or 45th minute of the hour for a better calling experience.
4. **Mute the sounds of people calling in.** When you log into <https://longbeachcity.webex.com/>, go to *Preferences > Audio and Video* and select *No Tone for Entry and Exit Tone*. This will get rid of the distracting sound of people joining or leaving your call.
5. **Mute everyone.** As the host of the meeting, you can mute everyone on the call. If this is a large call, mute everyone and ask them to message in if they need to ask a question.
6. **Manage Participant Communication.** Webex events offers several options for encouraging event attendee communication. The Q&A panel, feedback menu, chat, and raise hand functions all allow hosts and moderators to manage attendee communication in an organized manner. [Click here for more information on these options.](#)

7. **Assign a cohost.** Ask someone else on your team to help you with hosting tasks. This person can mute participants with noisy backgrounds or respond to questions in the messaging function.
8. **Sending the invite.** Make sure to include both the video and phone options for those who do not have internet access. Here's some draft language that has worked:

To participate in these meetings, please use the following options:

**By Web:**

- To access the web conference, click this link.
- Enter your name and email (information will not be used outside of this meeting)

**By Phone:**

- Phone Number: +1-408-418-9388
- Access Code: 968 195 699 #

**Reminders about Webex activation:**

- If you think you accidentally deleted the activation email from Cisco or you are not sure if you got the email, [you can access your account here](#).
- If you work for a department **other** than Pacific Gateway, Library, or Water, and the above link **did not work for you** or you **did not** receive an activation email from Cisco, [please complete this form](#) and we will work to get you access ASAP.
- If you work for Pacific Gateway, Water, or Library, contact the Help Desk at 562-570-6100 to find your department contact for Skype for Business meetings.
- If you have questions or technical difficulties with Cisco Webex, please call the Cisco Webex helpline 24/7 at: (866) 229-3239 or [click here](#).